

## Ryan White Part B Case Manager Training Guidelines

The SC Department of Health and Environmental Control's (DHEC) STD/HIV Division has established a list of training courses that are recommended for all case managers providing case management services in the Ryan White Part B care system.

The Case Manager Supervisor, Lead Case Manager, or designee of the Executive Director of each agency must track and document the training courses completed by each of the agency's case managers and ensure that they receive the necessary training within nine months of their hiring date. Documentation of the required training for each case manager will be monitored during the annual Ryan White Part B site visit.

The table below outlines the recommended training content, a description of each course, and options for obtaining the content described in each course. All training may be arranged locally as deemed practical. All case managers should receive the course content for each designated course whether it is arranged locally, through DHEC or was received as part of a case manager's educational or previous work experience.

Course	Description	Options
Basic Components of RW II CM <ul style="list-style-type: none"><li>• CM Standards</li><li>• Assessment/Interviewing</li><li>• RW II Service Plans</li><li>• Documentation</li></ul>	<ul style="list-style-type: none"><li>• Discussion of the current RW II case management standards</li><li>• How to conduct thorough client assessment using proper interviewing techniques</li><li>• Development and implementation of service plans for RW II clients</li><li>• Proper documentation standards and techniques</li></ul>	<ul style="list-style-type: none"><li>• Available through DHEC (via Catawba Care Coalition).</li></ul>
ADAP	Overview of the ADAP programs (central pharmacy and insurance) including application process and on-going certification requirements	<ul style="list-style-type: none"><li>• Arranged on an annual basis through DHEC.</li></ul>
Benefits 101	Information regarding entitlement programs such as SSD, SSI, Medicaid, etc.	<ul style="list-style-type: none"><li>• Arranged annually on a regional level.</li></ul>
Crisis Intervention	How to identify and assess crisis situations in clients concerning mental health and substance use. Appropriate referrals will be discussed.	<ul style="list-style-type: none"><li>• Arranged twice per year through DHEC.</li></ul>
HIV 101: The Basics	Basic information regarding HIV disease.	<ul style="list-style-type: none"><li>• American Red Cross</li><li>• DHEC STD/HIV Division Training</li><li>• SC HIV/STD Conference</li></ul>
Boundaries and Ethics	Discussion of professional ethics and proper provider-client boundaries	<ul style="list-style-type: none"><li>• Arranged annually through DHEC.</li></ul>
HIV 201: HIV Treatment/Management	Basic information regarding current treatment regimens (HAART), side effects and other aspects of HIV treatment that case managers should understand in order to effectively work with their clients.	<ul style="list-style-type: none"><li>• DHEC STD/HIV Division Training</li><li>• SC HIV/STD Conference</li><li>• Other</li></ul>